



Human Resources
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12/10/2021

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Valued City of Columbia Retiree
1401 Main Street
Columbia SC 29201



IMPORTANT NOTICE OF RETIREE INSURANCE BILLING CHANGE

Retiree Billing Account Number: 01 229201-8292011

Dear Retiree,

We are excited to announce that your retiree insurance billing will be managed by the City of Columbia, effective January 1, 2022! This opportunity will provide the City of Columbia's retirees with a local, secure, and convenient way to process your monthly insurance payments.

You will continue to receive a monthly insurance invoice with a remittance coupon. The invoice will detail the full payment amount that is due by the 10th of each month. Failure to remit full payment by the due date will result in cancellation of your retiree insurance coverage. Use payment options listed below for easy, convenient, and timely payment remittance:

Automatic Payment Option: Set up recurring payments through Electronic Funds Transfer (EFT) directly from your bank account by completing the enclosed EasyPay Enrollment Application. Easy Pay applications completed and returned by January 10, 2022 will be enrolled for automatic pay, beginning February 1, 2022. Please plan to pay the January 2022 invoice using one of the alternate payment options below.

Mail Option: Send a check or money order along with your account number to **City of Columbia, PO Box 7997, Columbia SC, 29202-7997**

Pay by Phone Option: Call 1-866-942-6729 and select Option 1 to pay your invoice by credit or debit card. Please have your account number ready and allow two (2) business days for payment processing. Note the vendor charges a \$4.00 convenience fee for all payments processed by phone.

In person Option: Drive-thru and walk-in payments can be made at the City of Columbia's Payment/Customer Care Center located at 3000 Harden Street, Columbia SC 29203.

Online Option: Visit us on the web at www.columbiasc.gov. On the homepage, choose the Services menu, then click Online Payments and register your retiree billing account to view/pay your invoice by credit card or e-check. A convenience fee of \$1.00 plus 1.7% of the payment amount will be charged by the host vendor for each credit card payment, or pay \$2.50 for each e-check payment made online.

IMPORTANT DISCLAIMERS:

- If you currently have your retiree insurance payment setup on automatic draft with WageWorks, please make arrangements with your bank to stop the automatic draft to WageWorks after your December 2021 insurance payment is drafted. Additionally, it is imperative that you are current with your insurance payments to WageWorks. All outstanding balances are due by December 31, 2021.
- If you currently qualify for the Retiree City Subsidy Insurance Rates and your coverage is cancelled for non-payment, you will lose your Retiree City Subsidy eligibility. You may re-enroll the next open enrollment period; however, your rates will be at the Retiree without City Subsidy Rates and the unpaid premiums must be paid in full.

As always, City of Columbia HR staff are here to assist you with any retiree insurance questions. We are committed to making this transition as easy and convenient as possible. Should you have questions about the steps outlined in this communication, kindly contact HR Benefits at 803-545-3007 or by email at EmployeeBenefits@Columbiasc.gov.

-Enclosure: EasyPay Enrollment Application